

Delaware City, Delaware – Job Posting

Title: Social Media & Communication/Customer Service

Part-Time

Effective October 29, 2018

Job purpose

This is an administrative support position within the organization that will be expected to perform a **wide range of local government customer service functions** while also serving the roll of **social media and communication lead** for our organization and progressive and growing community.

Duties and responsibilities

- Serves as front line customer service representative answering phones and addressing visitors to our office – **in an engaged and friendly manner.**
- Assists organization in addressing the varied needs of the community with **professionalism and curtesy** to both internal and external customers and peers.
- **Serves as problem solver and takes responsibility** for providing accurate and timely information and/or responses.
- Completes routine office tasks as assigned and understands timelines and task completion.
- **Seeks to be an integral part of our organization** through a high level of engagement and interest.
- **Assists with the preparation of internal and external communications for dissemination and associated with all public relations activities.**
- **Maintains City communication outlets including but not limited to our website, newsletter, Facebook, twitter, etc.**
- Promotes a positive image of the City through these efforts at all times.
- Attends City Council Meetings and other meetings, programs and events at the direction of the City Manager.
- **Working hours subject to modification, with notice**, to best meet the needs of organizational and position goals.
- Performs other duties as assigned.

Employment Standards/Experience

- **General knowledge of principles and practices of the field of public relations.**

- Demonstrated ability and proficiency in the use of Microsoft Office, website administration and desktop publishing.
- **Ability to develop attractive promotions, documents and other communication materials.**
- Possess the physical skills to perform the duties of the position.
- **Strong interpersonal skills** to foster and maintain effective working relationships with city employees, elected officials and the general public.
- The ability to communicate effectively, both orally and in writing.
- **Display good judgement, integrity, thoroughness and dependability.**
- Possession of a valid drivers license and good driving record.
- Ability to take direction and work independently on goals.
- Any combination of experience, education and/or training deemed to provide the minimum desirable employment standards.
- **Highly creative and productive, self-starter on daily work tasks.**
- Equivalent experience and training will be considered.

Working conditions

Working conditions are primarily that of an office with some regular out of doors and program/event support work. Deadlines, accuracy and timeliness of work completion common to communication and public relations tasks will be regular occurrences.

Physical requirements

Ability to sit, stand and operate typical office machinery for extended periods of time in an office environment. Ability to lift (overhead at times) carry related materials/parts of at least 25 pounds while utilizing proper safety measures. Ability to type on a keyboard, use a mouse and view monitors/smaller screens for an extended period of time in an office setting or at events/programs.

Interested candidates with the skills and training noted above should submit their resume by November 12, 2018 to:

**City Manager
Delaware City, Delaware
407 Clinton Street
PO Box 4159
Delaware City, DE 19706
or
chouck@ci.delaware-city.de.us**

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.